

Element Performance Inspection (EPI) Data Collection Tool

6.1.4 Dispatcher Duty / Rest Time (OP)

ELEMENT SUMMARY INFORMATION

Purpose of this Element (certificate holder's responsibility):

- To ensure the certificate holder's manual includes policies, procedures, instructions, and information necessary to ensure its Dispatcher Duty/Rest Time process complies with required rest and assigned duty periods.

Objective (FAA oversight):

- To determine the effectiveness of the certificate holder's procedures in meeting the desired output of the process.
- To determine if the certificate holder follows its procedures, controls, process measurements, and interfaces for the Dispatcher Duty/Rest Time process.
- To determine if there were any changes in the personnel identified by the certificate holder as having responsibility and/or authority for the Dispatcher Duty/Rest Time process.

Specific Instructions:

- Intentionally left blank

Related EPIs:

- 6.1.1 Scheduling / Reporting System (OP)
- 6.1.2 Flight Crewmember Flight / Duty / Rest Time (OP)
- 6.1.3 Flight Attendant Duty / Rest Time (OP)

SUPPLEMENTAL INFORMATION

Specific Regulatory Requirements (SRRs):

- SRRs:
 - 121.135(a)(1)
 - 121.135(b)(1)
 - 121.135(b)(2)
 - 121.135(b)(3)
 - 121.465
 - 121.465(a)
 - 121.465(b)(1)
 - 121.465(b)(2)
 - 121.465(b)(3)
 - 121.465(c)
 - 121.683
 - 121.683(a)(1)

Related CFRs & FAA Policy/Guidance:

- Related CFRs:
 - Intentionally left blank

- FAA Policy/Guidance:
Legal Interpretation #1991-12, 3/28/91

EPI SECTION 1 - PERFORMANCE OBSERVABLES

Objective: (FAA oversight responsibility): The tasks and questions in this section of the data collection tool (DCT) are designed to assist the inspector in determining if the certificate holder follows its written procedures and controls and meets the established performance measures of the process. To accomplish this, questions have been generated to test both the outputs of the process as well as the process itself. Question 1 and its following subquestions are directed at the output(s) of the process, whereas questions 2-6, when answered, should be directed at the process itself.

Tasks

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| | To meet this objective, the inspector must accomplish the following tasks: |
| 1. | Review the information listed in the Supplemental Information section of this DCT. |
| 2. | Review the policies, procedures, instructions, and information for the Dispatcher Duty/Rest Time process contained in the certificate holder's manual. |
| 3. | Review the last accomplished associated safety attribute inspection (SAI) for this element with emphasis on the controls, process measurements, and interface attribute section responses. |
| 4. | Observe the Dispatcher Duty/Rest Time process to gain an understanding of the procedures, instructions, and information contained in the certificate holder's manual. |
| 5. | Discuss the Dispatcher Duty/Rest Time process with the personnel (other than management) who perform the duties and responsibilities required by the Dispatcher Duty/Rest Time process . |

Questions

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| | To meet this objective, the inspector must answer the following questions: | |
| 1. | Determine whether the following performance measures were met: | |
| 1.1. | Did dispatchers' duty periods begin at a time that allowed them to become thoroughly familiar with existing and anticipated weather conditions along the route before they dispatched any airplane? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 1.2. | Did dispatchers remain on duty until each airplane dispatched by them had completed the flight or had gone beyond their jurisdiction, or until they were relieved by another qualified dispatcher? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 1.3. | Are dispatchers provided with the required rest periods? <i>Related Performance JTIs:</i> <ol style="list-style-type: none"> If the aircraft dispatchers' schedule at the certificate holder's dispatch center, shows a dispatcher scheduled for more than 10 hours of duty in 24 consecutive hours, then check that a rest period of at least 8 hours at or before the end of 10 hours of duty is provided. <i>Sources:</i> 121.465(b)(2) Check at the certificate holder's dispatch center to see if the certificate holder scheduled an aircraft dispatcher for more than 10 consecutive hours of duty in a 24-hour period. Then check that the dispatcher is relieved of all duty for at least 8 hours during each 24-hour period. (This applies to an authorized certificate holder conducting flag operations that schedules aircraft dispatchers at a duty station outside the 48 contiguous States and the District of Columbia.) <i>Sources:</i> 121.465(c) Check at the certificate holder's specified location that the aircraft dispatcher records (domestic and flag operations only) show whether each dispatcher complies with the regulations pertaining to duty and rest | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |

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| | time records. <i>Sources: 121.683(a)(1)</i> | |
| 1.4. | Are dispatchers relieved of all duty for at least 24 consecutive hours during any seven consecutive days or the equivalent thereof within any calendar month? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 2. | Were the certificate holder's policies, procedures, instructions, and information, contained in its manual for the Dispatcher Duty/Rest Time process, followed? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 3. | Were the Dispatcher Duty/Rest Time process controls followed? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 4. | Did the records for the Dispatcher Duty/Rest Time process comply with the instructions provided in the certificate holder's manual? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 5. | Were the process measurements for the Dispatcher Duty/Rest Time process effective in identifying problems or potential problems and providing corrective action for them? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |
| 6. | Did personnel properly handle the associated interfaces by complying with other written policies, procedures, instructions, and information that are related to this element? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain |

| EPI SECTION 1 - PERFORMANCE OBSERVABLES Drop-Down Menu | |
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| 1. | Personnel. |
| 2. | Tools and Equipment. |
| 3. | Technical Data. |
| 4. | Procedures, policies or instructions or information. |
| 5. | Materials. |
| 6. | Facilities. |
| 7. | Controls. |
| 8. | Process Measures. |
| 9. | Interfaces. |
| 10. | Desired Outcome. |
| 11. | Other. |

EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES

Objective: The questions in this section address the responsibility and authority of the process. They are designed to assist the inspector in determining if there is a clearly identifiable, qualified, and knowledgeable person who is responsible for the process, is answerable for the quality of the process, and has the authority to establish and modify the process. (The person with the authority may or may not be the person with the responsibility.)

Tasks

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| | To meet this objective, the inspector must accomplish the following tasks: |
| | NOTE: If no personnel or major program changes (as defined by the principal inspector (PI)) affecting the responsibility or authority attributes for this element have occurred since the last SAI and/or EPI was accomplished, then do not perform tasks 3–6, below. Answer questions 1 and 2, below, and provide the name/title. |
| 1. | Identify the person who has overall responsibility for the Dispatcher Duty/Rest Time process. |
| 2. | Identify the person who has overall authority for the Dispatcher Duty/Rest Time process. |
| 3. | Review the duties and responsibilities for those who manage the Dispatcher Duty/Rest Time process documented in the certificate holder's manual. |
| 4. | Review the appropriate organizational chart. |
| 5. | Discuss the Dispatcher Duty/Rest Time process with the management personnel identified in tasks 1 and 2. |
| 6. | Evaluate the qualifications and work experience of the management personnel identified in tasks 1 and 2. |

Questions

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| | To meet this objective, the inspector must answer the following questions: | |
| 1. | Is there a clearly identified person who is responsible for the quality of the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: |
| 2. | Is there a clearly identified person who has authority to establish and modify the certificate holder's policies, procedures, instructions, and information for the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain Name/Title: |
| 3. | Does the responsible person know that he/she has responsibility for the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |
| 4. | Does the person with authority know that he/she has authority for the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |
| 5. | Does the person with responsibility for the Dispatcher Duty/Rest Time process meet the qualification standards? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |
| 6. | Does the person with authority to establish and modify the Dispatcher Duty/Rest Time process meet the qualification standards? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |

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| 7. | Does the person with responsibility understand the controls, process measurements, and interfaces associated with the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |
| 8. | Does the person with authority understand the controls, process measurements, and interfaces associated with the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |
| 9. | Does the responsible person know who has authority to establish and modify the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |
| 10. | Does the individual with authority know who has the responsibility for the Dispatcher Duty/Rest Time process? | <input type="checkbox"/> Yes <input type="checkbox"/> No, Explain <input type="checkbox"/> No Change |

| EPI SECTION 2 - MANAGEMENT RESPONSIBILITY & AUTHORITY OBSERVABLES | |
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| Drop-Down Menu | |
| 1. | Assignment of responsibility. |
| 2. | Assignment of authority. |
| 3. | Does not understand procedures, policies or instructions and information. |
| 4. | Does not understand controls. |
| 5. | Does not understand process measurements. |
| 6. | Does not understand interfaces. |
| 7. | Span of control. |
| 8. | Position vacant. |
| 9. | Other. |